

Date: [Insert Date]

[Your Name]

[Your Position]

[Your Company Name]

[Company Address]

[City, State, Zip Code]

[Recipient Name]

[Recipient Position]

[Recipient Company Name]

[Recipient Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent billing error that occurred in our records regarding your account. We value your business and strive to provide accurate and efficient service.

Upon reviewing your account, we discovered that [briefly explain the error]. We have taken the necessary steps to correct this issue and ensure it does not happen again in the future.

As a courtesy, we have adjusted your account to reflect the correct charges and would like to offer you [any compensatory measure, if applicable]. Your understanding in this matter is greatly appreciated.

If you have any questions or require further assistance, please do not hesitate to contact me directly at [your phone number] or [your email address].

Thank you for your understanding and for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]